Date:

4th April 2019

Your

reference: 1-4859739895 Our

reference:

KS679074834GB Track

reference:

04002_1659003030<2702>_\$1351-PK675/1

Mrs Helen Lamb Viamed Ltd 15 Station Road Cross Hills KEIGHLEY **BD20 7DT**







Website: royalmail.com Phone: 03457 740 740 Textphone (for people who are deaf or hard of hearing): 03456 000 606



Dear Mrs Lamb

Thank you for contacting Royal Mail.

I'm really sorry you've recently had cause to complain about one of our services. We've logged and investigated this against the reference number at the top of this letter; it starts with 1-.

Having reviewed the evidence submitted, I can see we've let you down on this occasion and I apologise for that.

Please accept the enclosed cheque as full payment for this service failure, in line with the conditions of the product used.

This now closes your enquiry. However, please be assured we will use the information you've provided to improve our services going forward.

Yours sincerely

Royal Mail Customer Services

Enclosed: Cheque for £35.22 payable to Viamed Ltd

This outcome has been reached in line with Royal Mail's Terms and Conditions of posting. Full details of these can be found by visiting royalmail.com/termsandconditions If you feel we have acted outside of these terms and conditions, you can write to us at Escalated Customer Resolution Team, Royal Mail, PO Box 466, Plymouth, PL9 7HJ

REMITTANCE ADVICE



Royal Mail Group Ltd, Payment Processing Team Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 4 Apr 19

YOUR REF.

AMOUNT

1-4859739895

35.22



RMCQ01

04002_1659003030<2704>_S1352-PK675/2L

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REMITTANCE ADVICE



Royal Mail Group Ltd, Payment Processing Team Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 15 Apr 19

YOUR REF.

AMOUNT

1-4859686195

15.03



04002_1661995030<1536>_\$768.PK384/2L B

Date:

13 April 2019

Your reference:

Our

reference:

1-4859686195

Track reference:

KS679074468GB

04002_1661995030<1534>_\$767-PK384/1

Mrs Helen Lamb Viamed Itd 15 Station Road Cross Hills

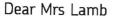
BD20 7DT





Business Customer Service Centre PO Box 740 **PLYMOUTH** PL9 7YB

Website: www.royalmail.com Phone: *08457 950 950 Textphone (for people who are deaf or hard of hearing): 03456 000 606



Further to your contact with Royal Mail regarding an item of mail sent to Prince Philip Hosptial.

I enclose a £15.03 cheque as a refund of the postage fee paid and compensation for your loss.

I hope that you are satisfied the action I have taken concludes this matter; however, if you do need to contact us again, please quote our reference number shown at the top of this letter

Yours sincerely

Marcella Vallance

Marcella Vallance Customer Service Advisor

Enclosed: £15.03 cheque payable to Viamed Ltd



